

DGS Communicator

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DGS Provides Transition “Infrastructure” for Governor-elect Ehrlich

Where does a Governor-elect go when he needs operational space? The answer is DGS, which by statute provides much of the ‘infrastructure’ support in facilities and services for the transition process.

Preparations for the transition began in October as office space was readied for the Transition Team. On November 6th, the morning after the election, offices in the Jeffrey Building in Annapolis were ready to be occupied, outfitted with furniture, computers, monitors, printers, copy machines and telephones. DGS also provided Ehrlich-Steele transition space in downtown Baltimore in the William Donald Schaefer Tower at 6 St. Paul Street.



Mobile Advertising: DGS Illustrator Wayne Butler puts the finishing touches on a decal advertising eMaryland Marketplace. Decals have been placed on DGS Courier vans as traveling billboards for the DGS e-Procurement Web site.



Snowstorm Aftermath: Ed Green of Annapolis Public Buildings and Grounds clears sidewalks around Government House during the December 5th snowstorm.

Blind Federation Honors General Services for Web Accessibility

The National Federation of the Blind (NFB) has recognized DGS as the **first** State agency in the nation to receive NFB’s “Nonvisual Accessibility Web Certification.”

Dr. Marc Maurer, NFB President, praised General Services for “anticipating the accessibility needs of all blind people working in occupations where they will be doing business with the State.” Maurer also presented Secretary Richkus with the NFB Accessibility Leadership Award.

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DGS IMPACT!

With winter upon us, DGS plays a major role in keeping Maryland’s highways clear of snow and ice. Each year, Procurement and Contracting purchases more than 172,000 tons of salt for the State Highway Administration and several county governments. Additionally, DGS crews are responsible for clearing sidewalks around the 54 State-owned buildings we manage, as well as 61 acres of parking lots. The impact that DGS has when it successfully achieves its mission extends throughout the State to our citizens and State employees.



A Message from the Secretary

At the end of the year – and 2002 was DGS' 140th anniversary year – it is only natural to look back and assess what goals have been achieved and what might have been done differently or better. In spite of the difficulties posed by budget restrictions and the hiring freeze, DGS has accomplished much and all DGS employees should feel a shared pride and celebrate all of them. Many are included in the recently completed 2002 DGS Annual Report, which can be viewed online via the DGS website (go to "Publications" at www.dgs.state.md.us). You'll see why I am **DGS-proud** of this Department and the men and women who help make good things happen for Maryland's State agencies. Over the last four years, DGS has moved significantly towards its vision of being so effective at what it does that it is sought out for help and expertise. I don't think any other State agency has accumulated as many national awards as DGS (see the list on page 4).

DGS' success is nothing more than doing well what we do, and doing well whatever we do. This is true for individual success as well.

It is also natural, and traditional, to look ahead to the new year. It, too, will bring changes and many challenges. But change and challenge also present opportunity – an opportunity to break down barriers, to take a different approach, to learn and grow stronger. In this environment, those opportunities should be embraced. Flexibility and innovative approaches will be demanded of every organization and employee. Fortunately, DGS and many of its employees have demonstrated a capacity to respond accordingly. Let this be one of our New Year's Resolutions for 2003.

Let me recommend a few other resolutions:

- Understand that "Good Service" is defined by our customers.
- Hope for the best, but plan for the worst – and remember that multiple contingency plans may be required.
- Cooperate with others to achieve the best results.
- Nonperformance is not acceptable, nor affordable.

Finally, I hope that you have had the best holiday season possible, that you and yours have a happy and healthy New Year, and that there are many successes to celebrate this time next year.

It has been a pleasure to serve as your Secretary.

Patricia Richards

Julia Davis Named DGS Principal Counsel

Julia P. Davis, who began her tenure as an Assistant Attorney General in 1989, is the new DGS Principal Counsel. Ms. Davis moved to DGS from the Maryland Attorney General's Contract Litigation Unit where she served as a litigator since 1993.

Additionally, John Thornton, an Assistant Attorney General since 1986, has been named Deputy Principal Counsel. Thornton served as Acting Principal Counsel since last May, when then-Principal Counsel Pamila Brown was appointed to the District Court bench in Howard County.



Campaign Kickoff: Richard Herring (left) of Visual Communications is handed literature from Valerie Brooks (right) and Donyel Hood (center) of Community Health Services.

DGS Tops Charity Goal for 5th Consecutive Year

DGS has met and exceeded its 2002 Maryland Charity Campaign goal of \$27,362. Campaign coordinator Merry Wasmer reports pledges and contributions totaled \$32,116, 117% of the goal. The Department has now topped its goal for the last five years.



Farm Fresh: Maryland's newest Farmer's Market, at the Baltimore State Office Center, was open every Wednesday through November. The market was jointly promoted by DGS, the Department of Agriculture and the Department of Health and Mental Hygiene (DHMH).



Museum Project Underway: With a gathering of more than 300 people watching, dignitaries participated in the groundbreaking for the newest DGS construction project.

Governor-elect Speaks at Construction Launch

More than 300 people, including Governor-elect Robert L. Ehrlich, Jr., attended the groundbreaking for the \$33 million Reginald F. Lewis Museum of Maryland African American History and Culture, another high-profile DGS construction project. The event marked the start of what is designed to be the East Coast's largest museum devoted to the African-American experience.

The Governor-elect told the crowd: "It's a great day of celebration for our city, for our State, for the diversity which makes us so strong."

Set to open in 2004, the State-owned museum, will be clad in distinctive black granite and accented by a curving red wall. Encompassing about 82,000 square feet, the facility is located on Museum Row near the Baltimore Inner Harbor on the northeast corner of Pratt and President streets.

DGS MISSION

The Department of General Services serves Maryland and its citizens by supporting other State agencies in achieving their missions.



Open for Business: As the new Annapolis Day Care Center opened, children took advantage of reading activities and the toy highway.



Marketing e-Procurement: Delivering the eMaryland Marketplace message to the Maryland Association of Counties meeting were (L to R) Morgan Hays of SAIC, Carla Tucker, Michael Gardner, Jason Carlo of SAIC and Dave Spitzer. SAIC powers the State's e-Procurement web site.

DGS Beats Water Conservation Goal

During 2002, the 54 State-owned buildings managed by DGS achieved a 8.3% water conservation reduction. As a result, the Department saved an additional 1.4 million gallons of water, exceeding its Executive Order savings goal of 102 million gallons.

State agencies are required to reduce water consumption by at least 7% by the year 2003, at least 8% by 2005, at least 9% by 2007, and at least 10% by the year 2010, relative to baseline water use in the year 2000.



Honoree: Secretary Richkus receives the University of Baltimore Alumna of the Year award from Awards Committee Chair Neil Bixler.

Secretary Richkus Honored by UB

The University of Baltimore (UB) Alumni Association honored Secretary Richkus with its 2002 Alumna of the Year Award from the Robert G. Merrick School of Business. At a November awards ceremony, Ms. Richkus was lauded for her personal work ethic, enthusiasm and her many efforts to streamline and energize DGS.

Earlier this year, Ms. Richkus was also honored by UB when she received the H. Mebane Turner Services Award.

DGS Continues Tradition of National Awards

Over the last two years, DGS has been recognized by ten national organizations for Web site, e-Procurement, construction projects and Smart Growth. They include:

- National Federation of the Blind - Accessibility Leadership Award, 2002 (first state agency in the United States to receive Non-Visual Access Certification for its Website)
- Congress for the New Urbanism - Award of Excellence, 2002 (Smart Growth and Neighborhood Conservation)
- U. S. Environmental Protection Agency - Green Power Procurement Award, 2002 recognizing the State for its commitment to reducing the emissions associated with power generation through the procurement of green power.
- eGov Pioneer Award, 2001 for *eMaryland Marketplace*
- Civic.Com - Civic 50 Award, 2001 for *eMaryland Marketplace*
- National Association of State Chief Administrators (NASCA) - Outstanding Program Award, 2001 for *eMaryland Marketplace*
- National Association of State Chief Administrators - Outstanding Program Award, 2001 for the State Roofing Program
- Design/Build Institute of America - Best Public Project over \$15 million, 2001 for the Miller Senate Office Building
- Council of State Governments - Innovations Award, 2001 for *eMaryland Marketplace*
- Council of State Governments - Eagle eGovernment Award of Excellence, 2001 for the DGS Website
- National Association of Secretaries of State - Appreciation Award, 2000



Stairway Artists: A team of Department of Budget and Management employees paint one of six murals as part of the StairWELL program at the 301 West Preston building. DGS led the project in cooperation with DBM's Club Maryland and DHMH.



Thank You to Employees: DGS Police Sgt. Johnny Robinson (L) and Dennis Flynn of Fiscal Services flip burgers in the Baltimore State Center courtyard at one of the annual Employees Recognition Day events.

DGS Shorts...

The DGS presort mail contract is paying major dividends for State agencies. Annual postage savings tops \$2.3 million for 27 million pieces of first class mail.

Comedian Chris Rock and nearly 175 cast and crew members descended on the State House in August to film scenes of a comedy titled "Head of State." DGS Buildings and Grounds employees provided logistics support for the movie-making.



20 ... and counting: At the DGS Annual Service Awards Ceremony, Doreva Hinton (L), of Facilities Planning, receives her nametag from Wanda Bivens of Fiscal Services. Doreva said, "I have truly enjoyed my 20 years of professional service to the State."

Web Honors

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The NFB program certifies Web sites and applications to be accessible to blind people when using talking screen access technology. Certification indicates that the site meets technical specifications of accessibility and allows blind users to

perform all functions on the site. More importantly, certification means usability of the site by the blind is equivalent to usability by the sighted. Congratulations to the DGS Web Team for all their great work!

DGS Communicator

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